



Oregon

Kate Brown, Governor

Public Utility Commission
Residential Service Protection Fund
Telephone Assistance Programs
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July 3, 2017

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW., Room TW-A325
Washington, DC 20554

RE: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch,

In accordance with 47 C.F.R. § 64.604(c)(1)(ii), enclosed is the annual consumer complaint log for the State of Oregon Telecommunications Relay Service (TRS) program that allege a violation of the federal TRS mandatory minimum standards. The log includes complaints received between June 1, 2016 and May 31, 2017 with the date of the complaint, the nature of the complaint, the date of the resolution, and an explanation of the resolution.

Please contact the undersigned with questions or concerns.

Respectfully,

Jon Cray, Program Manager
Residential Service Protection Fund
503-373-1400
jon.cray@state.or.us

Cc: David Poston, Public Utility Commission Central Services Division Administrator
Melissa McManus, Sprint Nextel Relay Program Manager

Enc: Complaint Log